Streaming Media System Requirements & Troubleshooting Assistance

If you lose connectivity and would like to reconnect:

 "Click the play button"

If the video stops and doesn't restart:

 "Press control R"

⚠️ **NOTE:** To view the synchronized slide presentations and polling using Microsoft's Windows Media, a setting must be confirmed within Microsoft's Windows Media Player. Please follow the steps below. Click here for an illustration.

- Click Start >> Programs >> Windows Media Player or Click Start >> Run >> type in wmplayer, click OK
- Click Tools >> Options, then select the Security Tab (If the Tools Menu is not visible, Press Ctrl + M)
- Select "Run script commands when present" and "Run script commands and rich media streams when the Player is in a Web page."
- Click OK.
- Close Windows Media Player

NOTE: If the slides do not advance for Internet Explorer 8 users, they may need to change a security setting in their Internet options. The "Navigate windows and frames across different domains" setting needs to be enabled. It is set to disable by default. Please follow the steps below to correct this issue. Click here for an illustration.

- Click on Tools >> Internet Options >> Security Tab >> Click Custom Level button.
- Scroll down to where it says "Navigate windows and frames across different domains" and Enable the setting.
- Click OK

? Hardware

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? Media Players

? Internet Browsers

? Browser Security Settings

? Internet Connection

? JavaScript

? Popup Blockers

? Cookies

? Streaming Media Ports

?   Firewalls and Proxy Servers

?   Known Issues

⚠   Click here to test your system to determine if you can receive streaming media.

↰   Click on the icons below to download these free applications.

📠   Click here to contact technical support.

≫ • 256 MHz or faster
   • 64 MB RAM minimum/128 MB recommended
   • 16 bit sound card
   • 65,000 (16 bit) color video display card

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≫ • Microsoft Windows 2000/XP/Vista (or)
   • Apple Mac OS X 10.3

   If you are running one of the following operating systems: Windows 95, Unix or a Mac, you may experience issues viewing and/or listening to the event.

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≫ You must have one of the following streaming media players and versions installed on your computer:

   • Microsoft Silverlight 2
   • Microsoft Windows Player 6.4 or later
   • RealPlayer 8 or later

   Click on the icon below to download the media player.

⨠ For Windows operating systems, you must have either Microsoft Internet Explorer 6+ or Firefox 1.5+. For the Mac operating systems, you must have Mozilla Firefox 1.0.4. You can download a version of each browser by clicking on the icons below.

⨠ Browser security settings must have ActiveX and Plug-ins enabled. Please follow the steps below. Click here for an illustration.

- Click Tools >> Internet Options
- Click the Security Tab >> Click the Custom Level button
- Scroll down to Run ActiveX controls and plug-ins >> Select enable
- Click OK

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⨠ A fast connection to the Internet -- such as T1, DSL, or cable modem -- will greatly enhance your experience in viewing our rich media content. If your connection is slower - a 28 or 56k modem, for example - you will experience lower quality sound and video, this is due to the current limitations of the streaming media technology.

⨠ You need to have JavaScript enabled to use the advanced features of this website. Please consult your browser documentation on how to enable JavaScript or consult your network administrator.

⨠ This site makes use of popup windows for advanced features such as URL pushes and exit surveys. Please set your popup blocking software to accept popup windows from this website.

Click here for detailed instructions for disabling popup blockers.

You need to have cookies enabled to use the advanced features of this website. Please consult your browser documentation on how to enable cookies or consult your network administrator.

You need to have ports 554 and 1755 open. If your media player is configured for port 80 you still may receive streaming media. If you are unable to receive streaming media please contact your network administrator.

Network Administrators, click here for more information.

If you are listening or viewing in your office, is there a firewall, proxy server, or other security system in place that blocks audio/video streams? Please contact you system administrator about possible blocks on streaming media.

• There is a known issue with Microsoft's Windows Media Player 9 Series Beta. Please upgrade to the most recent version of the Windows Media Player.
• The current version of the codecs used to convert to the Windows Media format is not supported on the Mac OS X operating system. Even though Microsoft supports this third-party codec in the Windows Media player for Mac OS Classic (version 8/9), Microsoft does not intend to update the Windows Media player for Mac OS X to support this third-party codec. Users of Mac OS X therefore will not be able to access these encoded webcasts. Please select the Real Player option if available.